

STATE OF ILLINOIS
ILLINOIS COMMERCE COMMISSION

Illinois Commerce Commission)	
On Its Own Motion)	
)	20-NOI-01
Notice of Inquiry Regarding)	
Energy Affordability)	

MT. CARMEL PUBLIC UTILITY CO. RESPONSE TO
ILLINOIS COMMERCE COMMISSION NOTICE OF INQUIRY

Now comes Mt. Carmel Public Utility Co., (hereinafter “MCPU”) by and through its attorney, Eric Bramlet of Koger & Bramlet, P.C., and hereby submits it’s response to the Illinois Commerce Commission’s Notice of Inquiry Regarding Energy Affordability. MCPU reserves the right to make additional and more detailed responses and comments as the Notice of Inquiry proceeds.

IV. NOI Questions and Issues

Public Utilities

Public utilities are requested to respond to the following questions with information relevant to the services and products that each such utility provides.

A. Information and Reporting

See attached spreadsheet with responses. Please note that the questions shaded in gray, ask for information that MCPU does not have or which is not readily available on its systems.

B. Credit Collections and Practices

- 1) Please identify and describe formal, written, and informal collection practice procedures.

MCPU does not use a third party collection agency for delinquent bills. Customer Service Representatives maintain regular contact with past due account holders to provide payment options and information regarding payment assistance programs provided by state and local agencies.

- 2) If actual collection practices are different from formal or written procedures, explain the rationale for the modification.

Actual collections practices do not differ from the response to B(1).

3) Identify how you can improve your existing collection practices and any plans for doing so.

MCPU believes the current collection practices are just and reasonable for the service area and has no plans to alter them at this time.

4) Please identify and describe the training for utility representatives who interact with consumers (Customer Services Representatives or CSRs) and the tools available for consumers who have billing issues, such as:

MCPU has three customer service reps who have divided our cycles up to have a more personal relationships with our customers. MCPU communicates nearly daily with the local assistance agency. MCPU has experienced CSRs but if training were needed would be by a lengthy time period of shadowing a representative.

- a) determining consumers' ability to pay their bills and challenges for consumers in doing so;

If a customer declares a hardship MCPU CSRs explain options available to the customer.

- b) eligibility for public or private bill assistance;

Referral to local agency.

- c) referrals to assistance programs and community services;

CSR's have information readily available to inform customers.

- d) consumer communication impediments;

Many customers come into the MCPU lobby for face to face discussions on how we can help them successfully get through issues.

5) Please identify and describe tools used to encourage payment, including but not limited to detailed terms of deferred payment arrangements (including length of pay-back period and amount of payments), waiver of fees, and other discretionary accommodations.

CSRs have notes that are easily accessible to refer to if needed.

6) Please identify and describe tools to reduce delinquencies and disconnections, including new or expanded bill affordability programs such as percentage of income payment plans, discount rates, consumer education, expanding existing shutoff protections, customer payment plans, and flexible bill due dates.

CSRs make live phone calls to customers.

All Interested Persons

Public Utilities, interested persons and entities are requested to respond to the following questions and issues:

C. Definitions

1) How should the following terms be defined? Are there federal or other state standards or guidelines that more clearly define these terms?

- a) Affordability Mt. Carmel Public Utility has no comment at this time.
- b) Low-Income Mt. Carmel Public Utility has no comment at this time except to refer to 83 Ill. Adm. Code 280.20
- c) Critical Medical Needs
Customers Mt. Carmel Public Utility has no comment at this time.
- d) Delinquency When the account balance is not paid by the end of the due date.
- e) Disconnection A discontinuance of energy services
- f) Displacement Mt. Carmel Public Utility has no comment at this time.
- g) Reconnection A re-establishment of energy services.
- h) Vulnerable
Customers Mt. Carmel Public Utility has no comment at this time.

2) Are there other undefined terms that are critical to understanding utility service affordability and/or the ability of customers to receive essential levels of electric, natural gas, water and sewer services and, if so, how should such terms be defined?

Mt. Carmel Public Utility has no comment at this time.

D. Information Collection and Reporting

1) Please identify any changes that could be made to current information reporting requirements that would better inform the Commission regarding service affordability and/or the ability of customers to receive essential levels of utility services including the entities that should be required to provide the information. In your response please also address the format of such information collection, the authority for compelling the production of such information, and how the information should be publicly reported.

Mt. Carmel Public Utility has no comment at this time.

- 2) Please identify any additional information that might be collected that would better inform the Commission regarding service affordability and/or the ability of customers to receive essential levels of utility services including the entities that should be required to provide the information. In your response please also address the format of such information collection, the authority for compelling the production of such information, and how the information should be publicly reported.

Mt. Carmel Public Utility has no comment at this time.

E. Assistance Programs

- 1) What assistance programs are available to residential customers that help them pay for utility service and receive a continuous supply of essential utility services and how effective are these programs?

Currently assistance programs available to residential customers in the service territory of MCPU come from WADI, ERBA, Salvation Army, Ministerial Association, Local Donations, and Churches.

- 2) What changes could make the programs more effective?

Mt. Carmel Public Utility has no comment at this time.

- 3) Identify appropriate criteria for evaluating program effectiveness.

Mt. Carmel Public Utility has no comment at this time.

- 4) What portion of the eligible population is served by existing assistance programs?

The current percentage of eligible population served by existing assistance programs is 4% in MCPU's service territory.

- 5) What outside sources of funding other than the identified assistance programs do residential customers use to pay past due utility bills, such as tax refunds, credit cards or personal loans?

MCPU has been advised by customers that they utilize tax refunds, credit cards, and personal loans as other sources of funding to pay past due utility bills, as well as funds from family members.

- 6) Are there programs not currently available in Illinois, including programs adopted in other states, that could increase affordability and/or the ability of customers to receive essential levels of electric, natural gas, water and sewer services?

MCPU is not aware of any such programs.

F. Credit and Collections Practices

- 1) Please identify and describe best collection practices and how existing collection practices can be improved.

Mt Carmel Public Utility Co. believes the collection practices outlined in Part 280 are the best collection practices and do not need to be improved upon. They are the result of multiple years of workshops, negotiations and rulemaking by all interested parties.

- 2) Please identify and describe any concerns regarding privacy associated with collecting, storing and/or sharing of consumer information.

MCPU has no concerns regarding privacy associated with collecting, storing and/or sharing of consumer information.

- 3) Within the following subjects as they relate to affordability, please identify and describe practices/concepts that are currently working well, areas that can be improved and ideas/plans for improvement:

- a) Communications/Outreach
- b) CSR tools to identify consumer budget needs/challenges
- c) Encouraging payment
- d) Referrals to Community Services

MCPU offers the following in response to items a-d.

In addition to the notices received by mail and the automated warning calls that go out prior to the effective date on which the account can be disconnected for non-payment, MCPU also makes live calls to our accounts. We suggest checking with the local assistance agency to all customers who communicate trouble with their bill. We have assigned cycles of accounts to CSRs and instructed our CSRs to take ownership of the accounts, to maintain consistent communication with our customers. MCPU will monitor accounts on a case-by-case basis and work with customers to accommodate their specific situations.

MCPU has never had a reinstatement fee for a DPA. At our discretion, MCPU has allowed renegotiation of DPAs, even after default, in order to assist customers to successfully complete an arrangement.

- e) Privacy and Consumer concerns about sharing data

MCPU has no comment at this time as it does not have information about Consumer concerns.

G. Energy Efficiency Measures

- 1) What current utility energy efficiency programs aimed at increasing the affordability and/or the ability of customers to receive essential levels of electric services are available and how effective are they?

MCPU promotes energy efficiency with radio advertising.

- 2) What energy efficiency information, surveys or other data are available that address the effect of utility energy efficiency program participation on affordability and/or the ability of customers to receive essential levels of electric services?

MCPU does not have sufficient information to respond.

- 3) With respect to energy efficiency technology penetration:

- a) How many customers continue to use incandescent light bulbs?
- b) How many customers have advanced thermostats?
- c) What existing energy efficiency technologies, if more widely deployed, can increase affordability and/or the ability of customers to receive essential levels of electric services?

MCPU does not have sufficient data to answer these questions.

- 4) What changes could be made to utility energy efficiency programs to make them more effective at increasing the affordability and/or the ability of customers to receive essential levels of electric services?

MCPU does not have sufficient data to answer this question.

- 5) How effective are weatherization programs currently available to customers at increasing affordability and/or the ability of customers to receive essential levels of electric and natural gas services?

MCPU does not have sufficient data to answer this question.

- 6) Identify obstacles faced by low-income consumers that prevent them from participating in weatherization programs?

MCPU does not have sufficient data to answer this question. It is suspected, however, that landlords may not be allowed to participate in government weatherization programs, if any, thereby preventing the benefit of a weatherization program to the low-income tenant.

7) What changes could be made to weatherization programs to make them more effective at increasing the affordability and/or the ability of customers to receive essential levels of electric services?

MCPU does not have sufficient data to answer this question. However, landlords of low-income tenants could be incented by government agencies or tax credits to weatherize their properties.

H. Distributed and Community Solar

1) What distributed and community solar programs are currently available to customers that increase affordability and/or the ability of customers to receive essential levels of electric services, how effective are the programs at achieving these objectives, and what changes could make the programs more effective?

There are no community solar programs available to MCPU customers.

2) Are there programs not currently available in Illinois, including programs adopted in other states, that could increase affordability and/or the ability of customers to receive essential levels of electric services?

MCPU is unaware of any such programs.

DATED September 30, 2020.

Respectfully Submitted,
MT. CARMEL PUBLIC UTILITY CO.

Eric Bramlet
Koger & Bramlet, P.C.
316 ½ N. Market St., P.O. Box 278
Mt. Carmel, IL 62863

Tel. 618.263.3502
Email: ebramlet@kogerbramletlaw.com

MCPU Exhibit

Year 2013

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Section A(1)													
a.	the number of residential customer accounts that were disconnected during the period for non-payment and that remained disconnected (displacement) during the entire period;												
b.	the number of residential customer accounts that were disconnected during the period and reconnected within 12 months;												
c.	the number of residential customer accounts that received service and had past due balances												
d.	the number of residential customer accounts that were on deferred payment arrangements;												
e.	the number of residential customer accounts that were on an arrearage reduction program;												
f.	the number of residential customer accounts for which the utility required a deposit and the average size of residential deposits;												
g.	the number of residential customer accounts that provided a medical certificate in response to a disconnection notice;												
h.	the amount of payment and the number of residential customer accounts that received bill payment assistance, including but not limited to low-income energy assistance programs such as the Low-Income Home Energy Assistance Program (LIHEAP), state programs such as the Percentage of Income Payment Program (PIPP), utility programs, and social service programs such as Catholic Charities, Salvation Army or other charitable service organizations.												
Section A(2) For Service Territory													
a.	Number of accounts that received:												
a.	LIHEAP - Direct Vendor Payment												
b.	LIHEAP Reconnection/Emergency Assistance												
c.	Participated in PIPP												
b.	Number of accounts that entered into a Deferred Payment Agreement (DPA) and:												
a.	Average arrearage amount												
b.	Average monthly installment payment amount												
c.	Average length of DPA												
d.	Number of DPAs by length of DPA (number of months)												
e.	Number of DPA defaults												
f.	Number of DPA reinstatements												
g.	Number of DPA renegotiations												
h.	Number of DPA successfully completed												
i.	Number of accounts that received energy service from an independent (natural gas or electricity) provider.												
c.	Number of accounts that were involuntarily disconnected for non-payment, including the number of such accounts that received energy service from a competitive retail (natural gas or electricity) provider.												
d.	Number of accounts that were involuntarily disconnected during the period and that also had been disconnected previously within 24 months for nonpayment												
e.	Number of accounts that were involuntarily disconnected for furnace redtag.												
f.	Number of accounts that were on an arrearage reduction program.												
g.	Number of chapter 7 or chapter 13 bankruptcies notices received where the utility is listed as a creditor.												
h.	Is the above information by census block, census tract, zip code, or zip code plus four available electronically for mapping purposes? If not, why not and how can mapping be enabled with the information maintained by the utility?												

Reported for entire service territory and due to small size this information is not kept by zip code.

Section A(1)		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
a.	the number of residential customer accounts that were disconnected during the period for non-payment and that remained disconnected (displacement) during the entire period;													
b.	the number of residential customer accounts that were disconnected during the period and reconnected within 12 months;													
c.	the number of residential customer accounts that received service and had past due balances													
d.	the number of residential customer accounts that were on deferred payment arrangements;													
e.	the number of residential customer accounts that were on an arrearage reduction program;													
f.	the number of residential customer accounts for which the utility required a deposit and the average size of residential deposits;													
g.	the number of residential customer accounts that provided a medical certificate in response to a disconnection notice;													
h.	the amount of payment and the number of residential customer accounts that received bill payment assistance, including but not limited to low-income energy assistance programs such as the Low-Income Home Energy Assistance Program (LIHEAP), state programs such as the Percentage of Income Payment Program (PIPP), utility programs, and social service programs such as Catholic Charities, Salvation Army or other charitable service organizations.													
Section A(2) For Service Territory														
a.	Number of accounts that received:													
a.	LIHEAP –Direct Vendor Payment													
b.	LIHEAP Reconnection/Emergency Assistance													
c.	Participated in PIPP													
b.	Number of accounts that entered into a Deferred Payment Agreement (DPA) and:													
a.	Average arrearage amount													
b.	Average monthly installment payment amount													
c.	Average length of DPA													
d.	Number of DPAs by length of DPA (number of months)													
e.	Number of DPA defaults													
f.	Number of DPA reinstatements													
g.	Number of DPA successfully completed													
h.	Number of accounts that received energy service from an independent (natural gas or electricity) provider.													
i.	Number of accounts that were involuntarily disconnected during the period and that also had been disconnected previously within 24 months for nonpayment													
j.	Number of accounts that were involuntarily disconnected for furnace redtag.													
k.	Number of accounts that were on an arrearage reduction program.													
l.	Number of chapter 7 or chapter 13 bankruptcies notices received where the utility is listed as a creditor.													
h.	Is the above information by census block, census tract group, census tract, zip code, or zip code plus four available electronically for mapping purposes? If not, why not and how can mapping be enabled with the information maintained by the utility?													Reported for entire service territory and due to small size this information is not kept by zip code.

MCPU Exhibit
Year 2015

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Section A(1)													
a. the number of residential customer accounts that were disconnected during the period for non-payment and that remained disconnected (displacement) during the entire period;													
b. the number of residential customer accounts that were disconnected during the period and reconnected within 12 months;													
c. the number of residential customer accounts that received service and had past due balances													
d. the number of residential customer accounts that were on deferred payment arrangements;													
e. the number of residential customer accounts that were on an arrearage reduction program;													
f. the number of residential customer accounts for which the utility required a deposit and the average size of residential deposits;													
g. the number of residential customer accounts that provided a medical certificate in response to a disconnection notice;													
h. the amount of payment and the number of residential customer accounts that received bill payment assistance, including but not limited to low-income energy assistance programs such as the Low-Income Home Energy Assistance Program (LIHEAP), state programs such as the Percentage of Income Payment Program (PIPP), utility programs, and social service programs such as Catholic Charities, Salvation Army or other charitable service organizations.	n/a												
Section A(2) For Service Territory													
a. Number of accounts that received:													
a. LIHEAP - Direct Vendor Payment													
b. LIHEAP Reconnection/Emergency Assistance													
c. Participated in PIPP													
b. Number of accounts that entered into a Deferred Payment Agreement (DPA) and:													
a. Average arrearage amount													
b. Average monthly installment payment amount													
c. Average length of DPA													
d. Number of DPA by length of DPA (number of months)													
e. Number of DPA defaults													
f. Number of DPA reinstatements													
g. Number of DPA renegotiations													
h. Number of DPA successfully completed													
i. Number of accounts that received energy service from an independent (natural gas or electricity) provider.													
c. Number of accounts that were involuntarily disconnected for non-payment, including the number of such accounts that received energy service from a competitive retail (natural gas or electricity) provider.													
d. Number of accounts that were involuntarily disconnected during the period and that also had been disconnected previously within 24 months for nonpayment													
e. Number of accounts that were involuntarily disconnected for furnace redtag.													
f. Number of accounts that were on an arrearage reduction program.													
g. Number of chapter 7 or chapter 13 bankruptcies notices received where the utility is listed as a creditor.													
h. Is the above information by census block, census block group, census tract, zip code, or zip code plus four available electronically for mapping purposes? If not, why not and how can mapping be enabled with the information maintained by the utility?													

Reported for entire service territory and due to small size this information is not kept by zip code.

MCPU Exhibit

Year 2016

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
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Section A(1)

- a. the number of residential customer accounts that were disconnected during the period for non-payment and that remained disconnected (displacement) during the entire period;
- b. the number of residential customer accounts that were disconnected during the period and reconnected within 12 months;
- c. the number of residential customer accounts that received service and had past due balances

- d. the number of residential customer accounts that were on deferred payment arrangements;
- e. the number of residential customer accounts that were on an arrearage reduction program;
- f. the number of residential customer accounts for which the utility required a deposit and the average size of residential deposits;
- g. the number of residential customer accounts that provided a medical certificate in response to a disconnection notice;

h. the amount of payment and the number of residential customer accounts that received bill payment assistance, including but not limited to low-income energy assistance programs such as the Low-income Home Energy Assistance Program (LIHEAP), state programs such as the Percentage-of Income Payment Program (PIPP), utility programs, and social service programs such as Catholic Charities, Salvation Army or other charitable service organizations.

Section A(2) For Service Territory

- a. Number of accounts that received:

- a. LIHEAP-Direct Vendor Payment
- b. LIHEAP Reconnection/Emergency Assistance

- c. Participated in PIPP

- b. Number of accounts that entered into a Deferred Payment Agreement (DPA) and:

- a. Average arrearage amount

- b. Average monthly installment payment amount

- c. Average length of DPA

- d. Number of DPAs by length of DPA (number of months)

- e. Number of DPA defaults

- f. Number of DPA reinstatements

- g. Number of DPA renegotiations

- h. Number of DPA successfully completed

- i. Number of accounts that received energy service from an independent (natural gas or electricity) provider.
- c. Number of accounts that were involuntarily disconnected for non-payment, including the number of such accounts that received energy service from a competitive retail (natural gas or electricity) provider.

- d. Number of accounts that were involuntarily disconnected during the period and that also had been disconnected previously within 24 months for nonpayment

- e. Number of accounts that were involuntarily disconnected for furnace redtag.

- f. Number of accounts that were on an arrearage reduction program.

- g. Number of chapter 7 or chapter 13 bankruptcies notices received where the utility is listed as a creditor.

- h. Is the above information by census block, census block group, census tract, zip code, or zip code plus four available electronically for mapping purposes? If not, why not and how can mapping be enabled with the information maintained by the utility?

Reported for entire service territory and due to small size this information is not kept by zip code.

MCPU Exhibit
Year 2017

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Section A(1)													
a. the number of residential customer accounts that were disconnected during the period for non-payment and that remained disconnected (displacement) during the entire period;	0	19	0	35	7	18	13	25	25	0	0	0	0
b. the number of residential customer accounts that were disconnected during the period and reconnected within 12 months;	0	0	0	8	12	5	3	9	6	0	0	0	0
c. the number of residential customer accounts that received service and had past due balances													
d. the number of residential customer accounts that were on deferred payment arrangements;													
e. the number of residential customer accounts that were on an arrearage reduction program;													
f. the number of residential customer accounts for which the utility required a deposit and the average size of residential deposits;													
g. the number of residential customer accounts that provided a medical certificate in response to a disconnection notice;	0	0	0	0	0	0	0	0	0	1	0	0	1
h. the amount of payment and the number of residential customer accounts that received bill payment assistance, including but not limited to low-income energy assistance programs such as the Low-Income Home Energy Assistance Program (LIHEAP), state programs such as the Percentage of Income Payment Program (PIPP), utility programs, and social service programs such as Catholic Charities, Salvation Army or other charitable service organizations.													
Section A(2) For Service Territory													
a. Number of accounts that received:	106	43	36	32	28	8	6	8	11	75	69	35	
a. LIHEAP –Direct Vendor Payment	87	28	26	21	14	0	0	0	0	66	57	27	326
b. LIHEAP Reconnection/Emergency Assistance	16	12	9	11	12	0	0	0	0	3	2	5	70
c. Participated in PIPP													
d. Number of accounts that entered into a Deferred Payment Agreement (DPA) and:													
a. Average arrearage amount													
b. Average monthly installment payment amount													
c. Average length of DPA													
d. Number of DPAs by length of DPA (number of months)													
e. Number of DPA defaults													
f. Number of DPA reinstatements													
g. Number of DPA renegotiations													
h. Number of DPA successfully completed													
i. Number of accounts that received energy service from an independent (natural gas or electricity) provider.													
c. Number of accounts that were involuntarily disconnected for non-payment, including the number of such accounts that received energy service from a competitive retail (natural gas or electricity) provider.													
d. Number of accounts that were involuntarily disconnected during the period and that also had been disconnected previously within 24 months for nonpayment	0	48	0	47	32	33	26	76	72	0	0	0	0
e. Number of accounts that were involuntarily disconnected for furnace redtag.	0	12	0	18	10	11	4	29	20	0	0	0	0
g. Number of chapter 7 or chapter 13 bankruptcies notices received where the utility is listed as a creditor.													
h. Is the above information by census block, census block group, census tract, zip code, or zip code plus four available electronically for mapping purposes? If not, why not and how can mapping be enabled with the information maintained by the utility?													

Reported for entire service territory and due to small size this information is not kept by zip code.

MCPU Exhibit

Year 2018

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Section A(1)													
a. the number of residential customer accounts that were disconnected during the period for non-payment and that remained disconnected (displacement) during the entire period;	0	0	0	54	22	0	22	52	12	21	5	0	
b. the number of residential customer accounts that were disconnected during the period and reconnected within 12 months;	0	0	0	70	54	0	35	83	42	16	1	6	
c. the number of residential customer accounts that received service and had past due balances				n/a	n/a	n/a	n/a	451	455	459	500	484	609
d. the number of residential customer accounts that were on deferred payment arrangements;													
e. the number of residential customer accounts that were on an arrearage reduction program;													
f. the number of residential customer accounts for which the utility required a deposit and the average size of residential deposits;													
g. the number of residential customer accounts that provided a medical certificate in response to a disconnection notice;	0	0	0	0	0	0	0	0	0	0	0	0	
h. the amount of payment and the number of residential customer accounts that received bill payment assistance, including but not limited to low-income energy assistance programs such as the Low-Income Home Energy Assistance Program (LIHEAP), state programs such as the Percentage of Income Payment Program (PIPP), utility programs, and social service programs such as Catholic Charities, Salvation Army or other charitable service organizations.													
Section A(2) For Service Territory													
a. Number of accounts that received:													
a. LIHEAP—Direct Vendor Payment	106	33	22	16	9	0	0	0	0	82	39	25	332
b. LIHEAP Reconnection/Emergency Assistance	24	12	14	14	6	0	0	0	0	6	8	3	87
c. Participated in PIPP													
b. Number of accounts that entered into a Deferred Payment Agreement (DPA) and:													
a. Average arrearage amount													
b. Average monthly installment payment amount													
c. Average length of DPA													
d. Number of DPA by length of DPA (number of months)													
e. Number of DPA defaults													
f. Number of DPA reinstatements													
g. Number of DPA renegotiations													
h. Number of DPA successfully completed													
i. Number of accounts that received energy service from an independent (natural gas or electricity) provider.													
c. Number of accounts that were involuntarily disconnected for non-payment, including the number of such accounts that received energy service from a competitive retail (natural gas or electricity) provider.	0	0	0	0	103	72	0	52	125	53	30	5	6
d. Number of accounts that were involuntarily disconnected during the period and that also had been disconnected previously within 24 months for nonpayment	0	0	0	0	30	16	0	19	45	24	19	3	4
e. Number of accounts that were involuntarily disconnected for furnace redtag.													
f. Number of chapter 7 or chapter 13 bankruptcies notices received where the utility is listed as a creditor.													
g. Number of chapter 7 or chapter 13 bankruptcies notices received where the utility is listed as a creditor.													
h. Is the above information by census block, census block group, census tract, zip code, or zip code plus four available electronically for mapping purposes? If not, why not and how can mapping be enabled with the information maintained by the utility?													

Reported for entire service territory and due to small size this information is not kept by zip code.

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Section A(1)													
a. the number of residential customer accounts that were disconnected during the period for non-payment and that remained disconnected (displacement) during the entire period;	0	1	28	38	43	28	31	17	23	18	11	8	
b. the number of residential customer accounts that were disconnected during the period and reconnected within 12 months;	0	0	37	53	81	46	48	50	51	69	69	30	
c. the number of residential customer accounts that received service and had past due balances	503	615	511	489	419	403	397	394	398	446	443	434	
d. the number of residential customer accounts that were on deferred payment arrangements;													
e. the number of residential customer accounts that were on an arrearage reduction program;													
f. the number of residential customer accounts for which the utility required a deposit and the average size of residential deposits;													
g. the number of residential customer accounts that provided a medical certificate in response to a disconnection notice;													
h. the amount of payment and the number of residential customer accounts that received bill payment assistance, including but not limited to low-income energy assistance programs such as the Low-Income Home Energy Assistance Program (LIHEAP), state programs such as the Percentage of Income Payment Program (PIPP), utility programs, and social service programs such as Catholic Charities, Salvation Army or other charitable service organizations.	73	41	37	29	29	2	5	1	5	69	49	44	384
Section A(2) For Service Territory													
a. Number of accounts that received:													
a. LIHEAP –Direct Vendor Payment	56	31	17	17	15	0	0	0	0	64	45	33	278
b. LIHEAP Reconnection/Emergency Assistance	16	9	17	9	12	0	0	0	0	2	1	6	72
c. Participated in PIPP													
b. Number of accounts that entered into a Deferred Payment Agreement (DPA) and:													
a. Average arrearage amount													
b. Average monthly installment payment amount													
c. Average length of DPA													
d. Number of DPAs by length of DPA (number of months)													
e. Number of DPA defaults													
f. Number of DPA reinstatements													
g. Number of DPA renegotiations													
h. Number of DPA successfully completed													
i. Number of accounts that received energy service from an independent (natural gas or electricity) provider.													
c. Number of accounts that were involuntarily disconnected for non-payment, including the number of such accounts that received energy service from a competitive retail (natural gas or electricity) provider.													
d. Number of accounts that were involuntarily disconnected during the period and that also had been disconnected previously within 24 months for nonpayment	0	1	25	30	34	27	30	38	32	41	49	25	
e. Number of accounts that were involuntarily disconnected for furnace readtag.													
f. Number of arrearage reduction program.													
g. Number of chapter 7 or chapter 13 bankruptcies notices received where the utility is listed as a creditor.													
h. Is the above information by census block, census block group, census tract, zip code, or zip code plus four available electronically for mapping purposes? If not, why not and how can mapping be enabled with the information maintained by the utility?													

Reported for entire service territory and due to small size this information is not kept by zip code.